

Refugee Coordinated Case Management (RCCM) Assessment, Outcomes and Data collection

Effective 1/1/2020

A. Background

DWS coordinates data collection activities to assess refugees' progress toward self-sufficiency and integration outcomes. Refugee Coordinated Case Management (RCCM) plays a critical role in a refugee's ability to build the skills needed to navigate services and systems in Utah for greater economic stability

DWS is investing resources in a data management system that will allow Grantees and other State agencies to contribute assessment, indicator and program data that will result in better coordinated services and measurement of progress toward self-sufficiency and integration outcomes.

B. Overview

The Refugee Coordinated Case Management (RCCM) Assessment is a joint effort between refugee serving agencies that provide case management services to have a common understanding of refugee progress toward self-sufficiency and integration. The assessment is tailored to the Department of Workforce Services case management outcomes. Results of the assessment will be:

1. Uploaded into UWORKS and shared with DWS employment counselors & case managers.
2. Utilized as a planning tool between employment counselors and case managers in creating an employment plan.
3. Aggregated and assessed by RSO LCTs to spot trends, make course corrections and target interventions that assist refugees in areas of need.

C. Assessment and outcomes

1. Joint refugee outcomes are identified below in Section J.
2. This tool will be utilized by all refugee case management agencies, and will be utilized by DWS to aggregate and assess outcome data.
3. Conduct individual RCCM Assessment in coordination with RSO LCT every six (6) months for every client over the age of eighteen.
 - a. DWS provided training to supervisors and managers on how to utilize the assessment tool in UWORKS.
 - b. Agency supervisors and managers are responsible for training case management staff on how to utilize the assessment tool in UWORKS.
 - c. Agency supervisors and managers will monitor their staff in use of the tool to ensure all refugees are scheduled to receive the assessment in coordination with RSO LCT.
 - d. DWS Employment Counselors are trained on how to view and understand the tool to help update the employment plan.
 - e. The assessment in UWORKS will be utilized by DWS Employment Counselors in a view only mode and will be discussed during joint meetings with the client and case managers.
4. Grantee will ensure that refugee outcomes are based on the needs and strengths of refugees and are updated based on regular assessments. Grantee will work to exit refugees from case management services when identified outcomes are achieved.

D. Instructions

The RCCM Assessment will be conducted by RSO LCTs and viewed by employment counselors and case managers.

1. Assessments are conducted for all adults within the household, age 18 and above.
2. All agencies will conduct an assessment in coordination with RSO LCT on all refugees.
 - a. Initial assessment within 30 days of arrival.
 - b. Subsequent assessments will be conducted every six months.

E. Scoring Instructions

This tiered case management model allows for refugees to be scored based on a set of outcomes indicating level of self-sufficiency and integration.

1. The outcomes are scored as: (1) Vulnerable, (3) Striving, or (5) Thriving
2. If the RSO LCT does not have enough information to score the question it is marked as N/A, if the question is not applicable to the individual situation it is marked as N/A.
3. Scoring an average of 3.25 or higher indicates the individual is succeeding in that particular area.
4. The summary graph indicates at what levels the individual is functioning and helps inform the casework service plan, focusing on the areas in which are below the 3.25 threshold.
5. Should individual score a 1 in any area, even if the average score is over 3.25, the case will be discussed with RSO LCT if the need can be resolved in other ways or by a partner before the individual will be graduated or the vulnerability is no longer applicable.
6. Individual is graduated from case management when they have reached 3.25 in all areas, and it is maintained for one quarter.
7. If an individual have been graduated and later find themselves in need of case management services, the request must be staffed with the RSO LCT team. The focus will be on specific area impacted, whether it can be served by community team or community partner.

F. Grantee Roles:

1. Use RCCM assessment tools to track progress toward case management outcomes.
2. Utilize a data sharing system between RCCM Grantees and DWS that is described in a data sharing agreement between the Grantee and DWS, and between Grantees.
3. Ensure clients understand their data privacy rights and that case management documentation contain appropriate disclosure and an option for opting out of disclosure.
4. Ensure case management staff are trained on outcomes, and assessments and are updated on internal case management process changes and data sharing agreements.

G. DWS Responsibilities:

1. Coordinate meetings and communication with RCCM and ensure refugee case management outcomes are defined that support refugee integration and self-sufficiency.
2. If requested, provide technical assistance and resources to Grantees with the case management process or update internal processes.
3. Provide technical assistance to Grantees to improve data collection or reporting needs.
4. Maintain and operate a data system that will house data on refugees from multiple sources for the purposes of assessing client progress toward goals, improving coordination between refugee service providers and produce reports useful for DWS and Grantees.

H. Other

1. The assessment measures the overall impact of services on an individual and should not be utilized as a checklist.
2. The assessment is a guide to how the individual is responding to services that are provided.

I. Refugee Coordinated Case Management Outcomes and Indicators:

RCCM focuses on increasing access, knowledge, and skills in areas such as housing, healthcare, employment and financial stability, English and education, as well as community and family support systems that promote well-being and integration. The overall purpose of these services is to provide refugees with tools and resources they need to become economically and financially stable. Grantees shall provide services that result in progress toward the following outcomes.

J. Refugee Coordinated Case Management Outcomes

Outcomes	Target
EMPLOYMENT	
Refugees seeking employment are placed at a targeted rate and are earning an average of \$12 an hour or higher.	70% ongoing, employment rate at \$12 or higher
HOUSING	
Refugees live in safe and affordable housing.	70% live in safe and stable housing
EDUCATION AND TRAINING	
Refugees are able to enroll and successfully navigate educational and training opportunities that increase their skills, abilities and earning potential.	70% are engaged in opportunities that meet their needs
HEALTH	
Refugees understand how to access the health care system.	70% understand how to access health care systems
COMMUNITY AND FAMILY SUPPORT	
Refugees navigate community supportive services and access services as needed.	90% can navigate community and access resources
LANGUAGE AND CULTURAL KNOWLEDGE	
Refugees are able to speak functional English at a level to obtain employment and resolve practical needs.	70% can speak functional English
LIFE SKILLS	
Refugees are able to successfully accomplish specific life skills tasks	90% can independently accomplish life skills tasks